

HOUSE BILL 362

By Russell

AN ACT to amend Tennessee Code Annotated, Title 7,  
Chapter 86, relative to emergency communication  
districts.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF TENNESSEE:

SECTION 1. Tennessee Code Annotated, Section 7-86-107(a), is amended by deleting subdivision (1) and substituting instead the following:

(1)

(A) Prior to January 1, 2023, the board of directors of the district shall create an emergency communications service designed to have the capability for each primary public safety answering point within their emergency communications district to have the capability of direct dispatching emergency 911 calls and utilizing at least one (1) of the following three (3) methods in response to non-emergency calls:

- (i) Direct dispatch method;
- (ii) Relay method; or
- (iii) Transfer method.

(B) This subdivision (a)(1) does not apply to a district with more than three hundred (300) employees until January 1, 2024.

SECTION 2. Tennessee Code Annotated, Section 7-86-107(b), is amended by deleting the language "the right to dispatch its own services" and substituting instead the language "the right to dispatch its own non-emergency services".

SECTION 3. Tennessee Code Annotated, Section 7-86-107(f), is amended by deleting the language "911 service" and substituting instead the language "911 non-emergency service".

SECTION 4. Tennessee Code Annotated, Section 7-86-107, is amended by adding the following as new subsections:

(g) Emergency 911 calls must be dispatched by the initial public service answering point without being transferred.

(h) Non-emergency calls may be transferred at the discretion of the dispatcher via attended transfer. As used in this subsection (h), "attended transfer" means the transfer of a telephone call received by a dispatcher where, before actually transferring the call to the end destination or third party for further assistance, the call is not put on hold and another call is initiated by the dispatcher to confirm that the end destination or third party is prepared to take the call so that the two (2) calls can be merged together.

(i) Notwithstanding subsection (g), misrouted 911 emergency calls may be transferred via attended transfer. As used in this subsection (i), "misrouted" means a call routed to a public safety answering point that should not have received it due to a provisioning error or other misconfiguration.

(j) This section does not apply to calls received through any dispatch system within the department of safety.

SECTION 5. This act takes effect upon becoming a law, the public welfare requiring it.